Teachscape Technical Issues/Support Requests

Teachscape has hired additional support staff dedicated solely to Wisconsin. Please use the procedures outlined below for reporting issues.

- Technical Concerns can be reported directly to Teachscape support (support@teachscape.com) or 1-888-479-7600 (Press 7 when prompted for the Wisconsin Specific Line).
    - Examples of Technical Concerns:
        - "This isn't working as it has been expressed it's supposed to work"
        - "I get an error message when…"
        - "I input information and now it has disappeared"
        - "I had access and now I don't", etc.
    - Email reports to Teachscape should include:
        - *in the subject line that it is a "WI pilot user/district" issue*
        - user name
        - user email address
        - computer operating system
        - browser used
        - screenshot of issue
        - description of issue

- **Concerns about which Teachscape components you are supposed to have access to and how to use/navigate Teachscape should be reported to your regional Implementation Coach.**
    - Examples of these concerns:
        - How do I run reports?
        - Am I supposed to have Learn?
        - I want support in completing my Teacher Evaluator training in Teachscape.
        - How do I use Reflect?

- **If you have questions about where your district is at in the process of receiving Teachscape Licenses, contact Laura Ruckert at Laura.Ruckert@dpi.wi.gov.**